

OCCUPATIONAL OUTLOOK

***COUNTY OF SAN BERNARDINO
1995***

**A Product of the California Cooperative
Occupational Information System**

***Sponsored By:
The County of San Bernardino Private Industry Council
The State of California Employment Development Department, Labor Market Information
Division
And
The California Occupational Information Coordinating Committee***

Occupations Studied in 1995/96

Accountants and Auditors
Assemblers and Fabricators - Except Machine, Electrical, Electronic, and Precision
Automotive Mechanics
Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers
Dental Assistants
***Financial Managers**
First Line Supervisors/Managers of Mechanics, Installers, and Repairers
General Office Clerks
Industrial Truck and Tractor Operators
Licensed Vocational Nurses
Maintenance Repairers - General Utility
Medical Assistants
Nurse Aides
***Paralegal Personnel**
Physical Therapists
Receptionists and Information Clerks
Registered Nurses
Respiratory Care Practitioners
Salespersons - Retail (Except Vehicle Sales)
Secretaries, General
***Stock Clerks - Stockroom, Warehouse, Storage Yard**
Traffic, Shipping and Receiving Clerks
Truck Drivers - Heavy or Tractor Trailer
Truck Drivers, Light - Include Delivery and Route Workers
Typists, Including Word Processing

***Eliminated Due to Insufficient Employer Response**

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INTRODUCTION

The labor market information presented in this report has been compiled through a cooperative effort between the San Bernardino County Jobs and Employment Services Department and the Labor Market Information Division (LMID) of the State of California Employment Development Department as part of the California Cooperative Occupational Information System (CCOIS).

The information is based on confidential surveys of employers within the County of San Bernardino. The methods used to collect this information were designed and followed with the intention of collecting accurate and unbiased data.

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below:

CAREER DECISIONS

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.

PROGRAM PLANNING

This report provides local planners and administrators with information on employment and training, as well as occupational size and expected growth rate. Program planners can use this data to evaluate, improve and eliminate programs, or to plan new programs.

CURRICULUM DESIGN

Training providers can assess and update their curriculums based on current employer needs and projected trends, as indicated in this report.

ECONOMIC DEVELOPMENT

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in our labor market area.

PROGRAM MARKETING

Training providers can effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their training programs are developed using reliable local occupational data.

HUMAN RESOURCE MANAGEMENT

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

This report is intended to be used as a good reference to base and support these and many other decisions. Should you have any questions regarding the information in this report, please contact Panda Harris, CCOIS Coordinator, County of San Bernardino Jobs and Employment Services Department, at (909) 422-0488.

PROJECT METHODOLOGY

Occupation Selection

Occupational forecast tables prepared by the California Employment Development Department (EDD) provided past, present, and future employment by occupation and projected job growth rates for occupations in San Bernardino County. From these tables, a preliminary list of the 50 largest occupations in the County of San Bernardino was developed by LMID. The CCOIS Coordinator applied the following criteria to narrow the list of possible occupations for survey to forty-five:

- The occupation had to have a substantial employment base in the county;
- There had to be a substantial number of projected job openings in the county;
- It had to appear to have present and future occupational growth;
- There had to appear to be substantial potential for earning capacity;
- The training time required for the occupation had to be two years or less, allowing for some exceptions based on the strength of the other criteria.

A list of forty-five occupations was disseminated to trainers, educators, vocational counselors, etc., who were asked to rate the importance of obtaining additional employer demand information for the occupations identified, with one being high importance to twenty-five. The twenty-five highest ranked occupations were approved for study by LMID. Each occupation was clearly defined and the appropriate OES title was assigned.

Questionnaire Development

A two-page standard questionnaire was used for all occupations.

Sample Selection

LMID generates employer samples by industry and employer size. Additional employers were added to the original sample, as necessary, to ensure meeting a 50% response rate and to survey 40% of the sample's projected employment size.

Survey Procedures

An initial mailing was conducted to approximately 750 employers, 30 employers for each occupation. Employers were given an opportunity to respond by postage-paid mail, telephone or FAX. All returned surveys were reviewed for accuracy and completeness. Employers were contacted by telephone if answers were missing, unclear, or conflicted with other answers. If an employer reported that they did not employ in the surveyed occupation, it was considered a non-useable response. In an attempt to meet LMID's 50% usable response goals, a second mailing was conducted to approximately 250 of the employers. Response from the second mailing did not meet this goal. Manpower constraints and contract deadlines did not permit further follow-up study, therefore, the report was limited to data on-hand. As a result, it was determined that there was insufficient data to include the following occupations in this report: Financial Managers, Paralegal Personnel, Stock Clerks - Stockroom, Warehouse, Storage Yard.

Data Entry , Tabulation and Results

The survey responses were entered into a database, and tabulations were produced. From these tabulations, the data were analyzed and the final occupational summary reports were prepared by the CCOIS Coordinator. Each occupational table provides information on skills, training and hiring requirements, the size of the occupation, the growth rate expected, supply and demand assessment, and other information. Specific employer information is confidential and cannot be released.

DEFINITIONS AND TERMINOLOGY

OCCUPATION

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) titles. The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, February 1986. The occupations were selected for survey based on the needs of local users of occupational information.

SIZE OF OCCUPATION

This term is used to describe the size of a particular occupation as it relates to the estimated total number of workers in the County of San Bernardino. Occupational size for this report is measured using the following scale:

Small	-	less than 620 workers
Medium	-	620 to 1,239 workers
Large	-	1,240 to 2,686 workers
Very Large	-	more than 2,686 workers

WAGES AND FRINGE BENEFITS

The wage data enable comparison of salaries across occupations expressed in salary ranges and median wage. The data are not intended to represent official prevailing ranges and median wages. The ranges are based primarily on employer surveys and contacts with unions, with extreme answers excluded. Wage data reflect the following definitions:

New Hires, no experience	-	The wages of persons trained but with no paid experience in the occupation.
New Hires, experienced	-	The wage paid to journey-level or experienced persons just starting at the firm.
Experienced after three years with firm	-	The wages generally paid to persons with three years' journey-level experience at the firm.

TRAINING AND EXPERIENCE

This section presents the surveyed employers' requirements for work experience or whether training is accepted as a substitute for work experience.

Most Employers	-	More than 50% of the employers who responded
Many Employers	-	35% up to and including 50% of the employers who responded
Some Employers	-	10% up to but not including 35% of the employers who responded
Few Employers	-	Less than 10% of the employers who responded

DIFFICULTY IN FINDING APPLICANTS

The terms presented in this section of the summary refer to the relative difficulty employers experience in locating qualified applicants for entry level and experienced positions in the occupation. The terms used to describe the supply/demand situation found in the area are currently defined as:

Very Difficult	-	Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.
Somewhat Difficult	-	Demand is somewhat greater than the supply of qualified applicants at times.
A Little Difficult	-	Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.
Not Difficult	-	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

EMPLOYMENT TRENDS

The following standard terms describe the expected growth rate for the seven year period of 1993 through 2000. Employment trends are subject to many unforeseen factors and it is important not to overemphasize growth in an occupation.

Much Faster Than Average	-	1.5 times average or more
Faster Than Average	-	1.10 to but not including 1.50 times average
Average	-	.90 to but not including 1.10 times average
Slower Than Average	-	0 to .90 times average
Remain Stable	-	Zero
Slow Decline	-	Less than zero

For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations than of industry growth. Replacement openings are numerous in occupations with relatively low training.

METHODS OF RECRUITING

This section shows the various methods of recruitment reported to be used by employers.

SKILLS

This section lists the skills that are thought to be very important and moderately important in relation to job entry into this occupation.

OTHER INFORMATION

This section shows survey information regarding the hours worked and whether the occupation is full-time, part-time, temporary or on-call. Also listed are other sources of information about the occupation.

ACCOUNTANTS AND AUDITORS**OES CODE: 211140**

Number of employers responding to survey: 9

DESCRIPTION

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

WAGES**Non-Union**

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$9.83	\$15.03	\$12.43
NEW HIRES, EXPERIENCED	\$10.32	\$16.83	\$14.68
EXPERIENCED, 3 YEARS WITH FIRM	\$11.38	\$17.64	\$15.62

Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	0	0	0
NEW HIRES, EXPERIENCED	\$12.63	\$14.38	\$13.51
EXPERIENCED, 3 YEARS WITH FIRM	\$14.77	\$17.48	\$16.13

Out of 9 firms responding, 78% were non-union, 22% were union.

EDUCATION

Less Than High School	0%
High School or Equivalent	11%
Some College, But No Degree	11%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	78%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	89%	11%	0%	0%
Training as Substitute for Work Experience	11%	11%	22%	56%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	44%	11%	44%	0%
INEXPERIENCED	33%	17%	50%	0%

Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	0%	100%
Dental Insurance	0%	89%
Vision Insurance	0%	56%
Life Insurance	0%	89%
Paid Sick Leave	0%	89%
Paid Vacation	0%	89%
Retirement	0%	89%
Child Care	0%	0%

Other: Tuition reimbursement

ACCOUNTANTS AND AUDITORS**OES CODE: 211140****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GRO W
Employment Levels During the Past Year	0%	100%	0%
Projected Employment Over Next 3 Years	0%	100%	0%

Projected growth between 1993-2000 is slower than average,
16.4%

LARGE - 2,335 to 2,717 workers by 2000
Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	22%
Recruit Via Newspaper Ads	89%
Private Employment Agencies	0%
Hire Unsolicited Applicants	33%
In-House Promotion or Transfer	56%
Public School or Program Referrals	0%
Private School Referrals	0%
Employment Development Department	44%
Union Hall Referrals	0%
Other *	33%

Other: Veterans, CASBO Employee Finder

SKILLS

Skill requirements include an aptitude for mathematics, ability to analyze, compare, and interpret facts and figures quickly, and make sound judgments based on this knowledge; ability to clearly communicate the results of their work, orally and in writing, to clients and management; ability to work with people as well as with business systems and computers. Accuracy and the ability to handle responsibility with limited supervision are important. Should have high standards of integrity.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 40 hours per week.

Other Information Sources:
DOT Codes 160.162-018,160.167-054, CA Occupational Guide#1

ASSEMBLERS AND FABRICATORS - EXCEPT MACHINE, ELECTRICAL, ELECTRONIC AND PRECISION

OES CODE: 939560

Number of employers responding to survey: 9

DESCRIPTION

Assemblers and Fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Please include assemblers whose duties are of a nonprecision nature. Please do not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$5.00	\$7.25	\$5.63
NEW HIRES, EXPERIENCED	\$5.50	\$8.00	\$6.50
EXPERIENCED, 3 YEARS WITH FIRM	\$7.20	\$10.50	\$8.25

Out of 9 firms responding, 88% were non-union, 13% were union.

EDUCATION

Less Than High School	56%
High School or Equivalent	44%
Some College, But No Degree	0%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	11%	22%	44%	22%
Training as Substitute for Work Experience	0%	44%	44%	11%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	11%	11%	78%	0%
INEXPERIENCED	38%	38%	25%	0%

Employer demand is somewhat greater than the supply of experienced and qualified applicants. Employers may have some difficulty finding qualified and experienced applicants. Worker supply is somewhat larger than demand for qualified inexperienced applicants, and inexperienced applicants may experience competition in job seeking.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	0%	100%
Dental Insurance	0%	89%
Vision Insurance	0%	44%
Life Insurance	0%	78%
Paid Sick Leave	0%	22%
Paid Vacation	0%	100%
Retirement	0%	44%
Child Care	0%	0%

**ASSEMBLERS AND FABRICATORS -
EXCEPT MACHINE, ELECTRICAL, ELECTRONIC AND PRECISION**

OES CODE: 939560

EMPLOYMENT TRENDS

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	22%	33%	44%
Projected Employment Over Next 3 Years	0%	67%	33%

Projected growth between 1993-2000 is faster than average,
27.7%

VERY LARGE - 4,506 to 5,756 workers by 2000
Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	78%
Recruit Via Newspaper Ads	56%
Private Employment Agencies	56%
Hire Unsolicited Applicants	56%
In-House Promotion or Transfer	22%
Public School or Program Referrals	0%
Private School Referrals	0%
Employment Development Department	56%
Union Hall Referrals	11%

SKILLS

Skill requirements include an ability to do accurate work at a rapid pace. Good eyesight, with or without glasses, is required for assemblers who work with small parts. Employees with a background in math, science and computers may advance to programmers or operators or more highly automated production equipment.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 40 hours per week.

Other Information Sources:
DOT Codes 732.684-014, 754.684-010, 762.684-010,
869.684-010, CA Occupational Guide #N/A

AUTOMOTIVE MECHANIC

OES: 853020

Number of employers responding to survey: 12

DESCRIPTION

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Please do not include Auto Body Repairers, Bus and truck mechanics, Diesel engine specialist, and Electrical Systems specialist.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$4.25	\$9.62	\$6.00
NEW HIRES, EXPERIENCED	\$9.37	\$18.00	\$14.25
EXPERIENCED, 3 YEARS WITH FIRM	\$9.37	\$19.25	\$17.50

Some employers offer tips/comm.

Out of 12 firms responding, 92% were non-union, 8% were union.

EDUCATION

Less Than High School	0%
High School or Equivalent	83%
Some College, But No Degree	8%
Associate (2 Year) Degree	8%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	67%	33%	0%	0%
Training as Substitute for Work Experience	0%	8%	75%	17%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	0%	42%	25%	33%
INEXPERIENCED	0%	30%	40%	30%

Employer demand is somewhat greater than the supply of qualified experienced and inexperienced applicants. Employers may have some difficulty finding qualified experienced and inexperienced applicants at times.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	0%	92%
Dental Insurance	0%	67%
Vision Insurance	0%	25%
Life Insurance	0%	50%
Paid Sick Leave	8%	33%
Paid Vacation	8%	83%
Retirement	0%	50%

Out of 12 firms, 11 responded to this question.

AUTOMOTIVE MECHANIC**OES CODE: 853020****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	9%	64%	27%
Projected Employment Over Next 3 Years	0%	50%	50%

Out of 12 firms, 11 responded to Employment Levels During the Past Year.

Projected growth between 1993-2000 is slower than average,
11.7%

VERY LARGE - 3,039 to 3,395 workers by 2000
Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	64%
Recruit Via Newspaper Ads	73%
Private Employment Agencies	0%
Hire Unsolicited Applicants	45%
In-House Promotion or Transfer	55%
Public School or Program Referrals	9%
Private School Referrals	0%
Employment Development Department	9%
Union Hall Referrals	18%
Other	27%

*Other: Manufacturer, Ford Asset Program, Mt. SAC Program

SKILLS

Skill requirements include mechanical aptitude and knowledge of how automobiles work. Employers look for people with good reading and basic math skills who can study technical manuals to keep abreast of new technology and learn new service and repair procedures and specifications. Knowledge of electronics is increasingly desirable due to expanded usage of electronic automotive components by automakers.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 40 hours per week.

Other Information Sources:

DOT Codes 620.261-010, 620.261-012, 620.261-034, 620.281-026, 620.281-038, 620.281-066, CA Occupational Guide #24

BOOKKEEPING, ACCOUNTING AND AUDITING CLERKS, INCLUDING BOOKKEEPERS

OES CODE: 553380

Number of employers responding to survey: 13

DESCRIPTION

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Please do not include individuals whose primary duty is operating special office machines.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$6.00	\$8.80	\$7.00
NEW HIRES, EXPERIENCED	\$7.00	\$11.13	\$8.80
EXPERIENCED, 3 YEARS WITH FIRM	\$9.00	\$16.83	\$11.54

Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$9.05	\$9.74	\$9.40
NEW HIRES, EXPERIENCED	\$9.74	\$9.98	\$9.86
EXPERIENCED, 3 YEARS WITH FIRM	\$10.59	\$10.74	\$10.67

Out of 13 firms responding, 85% were non-union, 15% were union.

EDUCATION

Less Than High School	0%
High School or Equivalent	62%
Some College, But No Degree	31%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	8%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	46%	38%	15%	0%
Training as Substitute for Work Experience	0%	8%	77%	15%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	33%	25%	42%	0%
INEXPERIENCED	20%	50%	30%	0%

Worker supply is somewhat larger than demand for qualified experienced and inexperienced applicants, and applicants may experience competition in job seeking.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	8%	83%
Dental Insurance	8%	83%
Vision Insurance	8%	67%
Life Insurance	8%	75%
Paid Sick Leave	8%	75%
Paid Vacation	8%	83%
Retirement	8%	75%
Child Care	0%	8%

Other: Tuition reimbursement, long-term disability. Out of 13 firms, 12 responded to this question.

BOOKKEEPING, ACCOUNTING AND AUDITING CLERKS, INCLUDING BOOKKEEPERS

OES CODE: 553380

EMPLOYMENT TRENDS

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	8%	62%	31%
Projected Employment Over Next 3 Years	0%	85%	15%

Projected growth between 1993-2000 is slower than average, 9.6%

VERY LARGE - 6, 893 to 7, 554 workers by 2000
Average growth between 1993-2000 of all nonagricultural occupations in San Bernardino County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	25%
Recruit Via Newspaper Ads	83%
Private Employment Agencies	8%
Hire Unsolicited Applicants	17%
In-House Promotion or Transfer	42%
Public School or Program Referrals	8%
Private School Referrals	0%
Employment Development Department	8%
Union Hall Referrals	0%

Out of 13 firms, 12 responded to this question.

SKILLS

Skill requirements include accuracy and attention to detail. Should be honest, discreet, and trustworthy and should have a strong aptitude for numbers. Employers prefer workers with office and computer skills, particularly word processing and spreadsheet programs, along with good interpersonal skills.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 40 hours per week.

Other Information Sources:
DOT Codes 210.362-010, 210.382-010, 210.382-014, , CA
Occupational Guide #26

DENTAL ASSISTANTS

OES CODE: 660020

Number of employers responding to survey: 16

DESCRIPTION

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$4.25	\$10.00	\$7.00
NEW HIRES, EXPERIENCED	\$6.50	\$10.00	\$8.25
EXPERIENCED, 3 YEARS WITH FIRM	\$8.00	\$15.00	\$10.00

Out of 16 firms responding, 100% were non-union.

EDUCATION

Less Than High School	6%
High School or Equivalent	56%
Some College, But No Degree	38%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	38%	44%	19%	0%
Training as Substitute for Work Experience	0%	6%	81%	13%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	6%	31%	50%	13%
INEXPERIENCED	7%	13%	50%	31%

Employer demand is somewhat greater than the supply of inexperienced and experienced qualified applicants. Employers may have some difficulty finding qualified inexperienced and experienced applicants at times..

BENEFITS

	Part-Time	Full-Time
Medical Insurance	13%	63%
Dental Insurance	6%	63%
Vision Insurance	6%	13%
Life Insurance	0%	25%
Paid Sick Leave	13%	88%
Paid Vacation	13%	94%
Retirement	6%	56%
Child Care	0%	13%

Other: Dentax Tax Discount, Profit sharing

DENTAL ASSISTANT

OES CODE: 660020

EMPLOYMENT TRENDS

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	0%	81%	19%
Projected Employment Over Next 3 Years	0%	75%	25%

Projected growth between 1993-2000 is much faster than average , 52.4%.

MEDIUM - 706 to 1,076 workers by 2000
Average growth between 1993-2000 of all nonagricultural occupations in San Bernardino County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	80%
Recruit Via Newspaper Ads	73%
Private Employment Agencies	0%
Hire Unsolicited Applicants	0%
In-House Promotion or Transfer	7%
Public School or Program Referrals	33%
Private School Referrals	33%
Employment Development Department	7%
Union Hall Referrals	7%
*Other	13%

*Other: Dental Society, Tri-County Referral
Out of 16 firms, 15 responded to this question.

SKILLS

Skill requirements include reliability, good interpersonal skills and manual dexterity. High school students who are interested in careers as dental assistants should take courses in biology, chemistry, health, typing, and office practices.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 38 hours per week. Some employers hire on a part-time basis with employees averaging 22 hours per week. Few employers hire on a temporary or on-call basis with employees averaging 36 hours per week.

Other Information Sources:
DOT Code 079.361-018, CA Occupational Guide #27

FIRST LINE SUPERVISORS/MANAGER OF MECHANICS,INSTALLERS, AND REPAIRERS

OES CODE: 810020

Number of employers responding to survey: 7

DESCRIPTION

First Line Supervisors and Managers/Supervisors directly supervise and coordinate the activities of mechanics, repairers and installers. They may also supervise helpers assigned to these workers. Managers/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Managers/Supervisors may also engage, in part, in the same repair work as the workers they supervise. The occupation excludes work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$4.50	\$7.00	\$5.00
NEW HIRES, EXPERIENCED	\$5.50	\$12.00	\$9.69
EXPERIENCED, 3 YEARS WITH FIRM	\$8.00	\$28.85	\$12.00

Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	0	0	0
NEW HIRES, EXPERIENCED	\$16.33	\$23.00	\$19.66
EXPERIENCED, 3 YEARS WITH FIRM	\$18.00	\$23.00	\$20.50

Out of 7 firms responding, 71% were non-union, 29% were union.

EDUCATION

Less Than High School	0%
High School or Equivalent	86%
Some College, But No Degree	14%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	71%	29%	0%	0%
Training as Substitute for Work Experience	0%	0%	71%	29%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	14%	43%	14%	29%
INEXPERIENCED	0%	40%	40%	20%

Employer demand is somewhat greater than the supply of inexperienced and experienced qualified applicants. Employers may have some difficulty finding qualified inexperienced and experienced applicants at times.

FIRST LINE SUPERVISORS/MANAGER OF 810020 MECHANICS,INSTALLERS, AND REPAIRERS

OES CODE:

BENEFITS

	Part-Time	Full-Time
Medical Insurance	0%	67%
Dental Insurance	0%	67%
Vision Insurance	0%	33%
Life Insurance	0%	67%
Paid Sick Leave	9%	50%
Paid Vacation	0%	100%
Retirement	0%	67%
Child Care	0%	0%

Other: 125k Benefit plan

Out of 7 firms, 6 responded to this question.

EMPLOYMENT TRENDS

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	14%	71%	14%
Projected Employment Over Next 3 Years	29%	43%	29%

Projected growth between 1993-2000 is slower than average,
1.4%

LARGE - 1,738 to 1,763 workers by 2000
Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	29%
Recruit Via Newspaper Ads	71%
Private Employment Agencies	14%
Hire Unsolicited Applicants	0%
In-House Promotion or Transfer	57%
Public School or Program Referrals	0%
Private School Referrals	0%
Employment Development Department	0%
Union Hall Referrals	0%
*Other	14%

*Other: Division Referral

SKILLS

Skill requirements include experience, job knowledge, organizational skills, and leadership qualities. Employers emphasize the ability to motivate employees, maintain high morale, command respect, communicate effectively, and get along with others.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 43 hours per week.

Other Information Sources:

DOT Codes 638.131-010, 638.131-026, 185.167-058, CA

Occupational Guide #N/A

GENERAL OFFICE CLERKS**OES CODE: 553470**

Number of employers responding to survey: 8

DESCRIPTION

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Please do not include workers whose duties are narrowly defined.

WAGES**Non-Union**

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$5.36	\$6.50	\$6.00
NEW HIRES, EXPERIENCED	\$5.36	\$7.00	\$7.00
EXPERIENCED, 3 YEARS WITH FIRM	\$7.00	\$10.00	\$8.68

Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$8.87	\$10.00	\$9.44
NEW HIRES, EXPERIENCED	\$9.41	\$10.00	\$9.71
EXPERIENCED, 3 YEARS WITH FIRM	\$9.97	\$13.00	\$11.49

Out of 8 firms responding, 67% were non-union, 33% were union.

EDUCATION

Less Than High School	0%
High School or Equivalent	88%
Some College, But No Degree	13%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	38%	0%	38%	25%
Training as Substitute for Work Experience	25%	13%	63%	0%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	63%	13%	25%	0%
INEXPERIENCED	43%	29%	29%	0%

Worker supply is somewhat larger than demand for qualified inexperienced and experienced applicants, and applicants may experience competition in job seeking.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	13%	100%
Dental Insurance	13%	88%
Vision Insurance	13%	75%
Life Insurance	13%	75%
Paid Sick Leave	25%	75%
Paid Vacation	25%	88%
Retirement	25%	75%
Child Care	0%	13%

Other: Income Protection

GENERAL OFFICE CLERKS**OES CODE: 553470****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	38%	50%	13%
Projected Employment Over Next 3 Years	14%	43%	43%

Out of 8 firms, 7 responded to Projected Employment Over Next 3 Years.
Projected growth between 1993-2000 is faster than average,
31.4%

VERY LARGE - 12,585 to 16,539 workers by 2000
Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	25%
Recruit Via Newspaper Ads	75%
Private Employment Agencies	13%
Hire Unsolicited Applicants	13%
In-House Promotion or Transfer	75%
Public School or Program Referrals	13%
Private School Referrals	0%
Employment Development Department	38%
Union Hall Referrals	0%

SKILLS

Skill requirements include typing, word processing, basic computer skills, and other general office skills. General Office Clerks should be cooperative and be able to work as part of a team. They must also be willing to change to meet the unexpected requirements of the job.

OTHER INFORMATION

Hours: Most employees in this occupation work on a temporary or on-call basis averaging 27 hours per week. Some work full-time averaging 40 hours per week and some work part-time averaging 24 hours per week.

Other Information Sources:
DOT Code 209.562-010, CA Occupational Guide #295

INDUSTRIAL TRUCK AND TRACTOR OPERATORS**OES CODE: 979470**

Number of employers responding to survey: 7

DESCRIPTION

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Please do not include Logging Tractor Operators.

WAGES**Non-Union**

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$4.25	13.71	\$7.50
NEW HIRES, EXPERIENCED	\$4.40	\$13.71	\$7.50
EXPERIENCED, 3 YEARS WITH FIRM	\$6.00	\$13.71	\$12.25

Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$9.87	\$12.46	\$11.17
NEW HIRES, EXPERIENCED	\$12.46	\$13.22	\$12.84
EXPERIENCED, 3 YEARS WITH FIRM	\$14.17	\$14.46	\$14.32

Out of 7 firms responding, 71% were non-union, 29% were union.

EDUCATION

Less Than High School	29%
High School or Equivalent	71%
Some College, But No Degree	0%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Work Experience Required	43%	14%	29%	14%
Training as Substitute for Work Experience	0%	14%	71%	14%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	57%	43%	0%	0%
INEXPERIENCED	50%	33%	17%	0%

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for experienced applicants. Worker supply is somewhat larger than demand for qualified inexperienced applicants, and inexperienced applicants may experience competition in job seeking.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	0%	100%
Dental Insurance	0%	71%
Vision Insurance	0%	29%
Life Insurance	0%	71%
Paid Sick Leave	0%	29%
Paid Vacation	0%	100%
Retirement	0%	71%
Child Care	0%	0%

INDUSTRIAL TRUCK AND TRACTOR OPERATORS**OES CODE: 979470****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	14%	57%	29%
Projected Employment Over Next 3 Years	0%	86%	14%

Projected growth between 1993-2000 is slower than average,
19.1%

LARGE - 1,559 to 1,856 workers by 2000
Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	71%
Recruit Via Newspaper Ads	14%
Private Employment Agencies	14%
Hire Unsolicited Applicants	57%
In-House Promotion or Transfer	57%
Public School or Program Referrals	0%
Private School Referrals	0%
Employment Development Department	29%
Union Hall Referrals	14%

SKILLS

Skill requirements include a good sense of balance, ability to judge distance, as well as good eye-hand-foot coordination. Mechanical aptitude and high school training in automobile maintenance are helpful. Strict observance of safety practices is essential.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 43 hours per week. Some were reported to work on a seasonal basis averaging 40 hours per week.

Other Information Sources:
DOT Codes 921.683-050, 929.683-014, CA Occupational Guide
#N/A

LICENSED VOCATIONAL NURSES**OES CODE: 325050**

Number of employers responding to survey: 6

DESCRIPTION

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$10.00	\$12.50	\$11.00
NEW HIRES, EXPERIENCED	\$10.00	\$13.00	\$12.25
EXPERIENCED, 3 YEARS WITH FIRM	\$11.00	\$14.50	\$12.50

Out of 6 firms responding, 83% were non-union, 17% were union.

EDUCATION

Less Than High School	0%
High School or Equivalent	33%
Some College, But No Degree	33%
Associate (2 Year) Degree	33%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	0%	83%	17%	0%
Training as Substitute for Work Experience	17%	33%	33%	17%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	33%	17%	33%	17%
INEXPERIENCED	17%	17%	33%	33%

Worker supply is somewhat larger than demand for qualified experienced applicants, and experienced applicants may experience competition in job seeking. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	17%	100%
Dental Insurance	0%	67%
Vision Insurance	0%	33%
Life Insurance	17%	50%
Paid Sick Leave	50%	83%
Paid Vacation	50%	100%
Retirement	33%	67%
Child Care	0%	17%

LICENSED VOCATIONAL NURSES**OES CODE: 325050****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	17%	50%	33%
Projected Employment Over Next 3 Years	17%	67%	17%

Projected growth between 1993-2000 is slower than average,
15.0%

LARGE - 1,975 to 2,271 workers by 2000
Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	33%
Recruit Via Newspaper Ads	83%
Private Employment Agencies	0%
Hire Unsolicited Applicants	0%
In-House Promotion or Transfer	33%
Public School or Program Referrals	0%
Private School Referrals	0%
Employment Development Department	17%
Union Hall Referrals	0%
	17%

*Other: Veteran Population

SKILLS

Skill requirements include the ability to stand for long periods and work flexible schedules; to follow orders and work under close supervision. LVN's should have a caring, sympathetic nature. They should be emotionally stable because work with the sick and injured can be stressful.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 40 hours per week. Some work part-time averaging 18 hours per week and a few work on a temporary or on-call basis averaging 4 hours per week.

Other Information Sources:
DOT Code 079.374-014, CA Occupational Guide #313

MAINTENANCE REPAIRERS - GENERAL UTILITY**OES CODE: 851320**

Number of employers responding to survey: 10

DESCRIPTION

Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boiler-making, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

WAGES**Union**

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$12.17	\$12.47	\$12.32
NEW HIRES, EXPERIENCED	\$10.38	\$23.89	\$13.72
EXPERIENCED, 3 YEARS WITH FIRM	\$12.14	\$23.89	\$15.67

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$5.00	\$7.00	\$6.00
NEW HIRES, EXPERIENCED	\$6.00	\$12.00	\$9.38
EXPERIENCED, 3 YEARS WITH FIRM	\$7.00	\$13.00	\$11.15

Out of 10 firms responding, 40% were non-union, 60% were union.

EDUCATION

Less Than High School	10%
High School or Equivalent	90%
Some College, But No Degree	0%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	70%	20%	10%	0%
Training as Substitute for Work Experience	0%	0%	60%	40%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	40%	20%	40%	0%
INEXPERIENCED	17%	50%	17%	17%

Worker supply is somewhat larger than demand for experienced and inexperienced qualified applicants, and applicants may experience competition in job seeking.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	0%	88%
Dental Insurance	0%	75%
Vision Insurance	0%	38%
Life Insurance	0%	63%
Paid Sick Leave	0%	63%
Paid Vacation	0%	88%
Retirement	0%	75%
Child Care	0%	0%

Other: 125k benefit plan, uniforms & safety shoes, Long-Term disability.

Out of 10 firms, 8 responded to this question.

MAINTENANCE REPAIRERS - GENERAL UTILITY**OES CODE: 851320****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	10%	80%	10%
Projected Employment Over Next 3 Years	10%	90%	0%

Projected growth between 1993-2000 is much faster than average, 41.0%

VERY LARGE - 3,755 to 5,296 workers by 2000
Average growth between 1993-2000 of all nonagricultural occupations in San Bernardino County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	40%
Recruit Via Newspaper Ads	50%
Private Employment Agencies	0%
Hire Unsolicited Applicants	40%
In-House Promotion or Transfer	70%
Public School or Program Referrals	10%
Private School Referrals	0%
Employment Development Department	10%
Union Hall Referrals	0%

SKILLS

Skill requirements include mechanical aptitude, ability to use shop math, and manual dexterity, problem solving and the ability to work without direct supervision. Good health is necessary because the job involves much walking, standing, reaching, and heavy lifting.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 40 hours per week. Some work on a temporary or on-call basis averaging 24 hours per week.

Other Information Sources:
DOT Codes 899.261-014, 899.381-010, CA Occupational Guides #136

MEDICAL ASSISTANTS**OES CODE: 660050**

Number of employers responding to survey: 7

DESCRIPTION

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$6.00	\$9.00	\$7.00
NEW HIRES, EXPERIENCED	\$7.50	\$10.00	\$9.50
EXPERIENCED, 3 YEARS WITH FIRM	\$9.00	\$12.00	\$11.50

Out of 7 firms responding, 100% were non-union

EDUCATION

Less Than High School	0%
High School or Equivalent	57%
Some College, But No Degree	29%
Associate (2 Year) Degree	14%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	43%	43%	14%	0%
Training as Substitute for Work Experience	0%	14%	86%	0%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	29%	14%	43%	14%
INEXPERIENCED	14%	29%	29%	29%

Worker supply is somewhat larger than demand for qualified experienced applicants, and experienced applicants may experience competition in job seeking. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	0%	71%
Dental Insurance	0%	57%
Vision Insurance	0%	29%
Life Insurance	0%	71%
Paid Sick Leave	14%	100%
Paid Vacation	14%	100%
Retirement	0%	57%
Child Care	0%	0%

MEDICAL ASSISTANTS**OES CODE: 660050****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	0%	71%	29%
Projected Employment Over Next 3 Years	0%	43%	57%

Projected growth between 1993-2000 is much faster than average, 51.6%

MEDIUM - 946 to 1,434 workers by 2000
Average growth between 1993-2000 of all nonagricultural occupations in San Bernardino County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	57%
Recruit Via Newspaper Ads	100%
Private Employment Agencies	0%
Hire Unsolicited Applicants	29%
In-House Promotion or Transfer	57%
Public School or Program Referrals	14%
Private School Referrals	14%
Employment Development Department	0%
Union Hall Referrals	0%

SKILLS

Skill requirements include the ability to deal with the public, ability to put patients at ease, and to explain physician instructions. Should have a neat, well-groomed appearance and a courteous, pleasant manner. Employers seek conscientious employees who have respect for the confidential nature of medical information. Clinical duties require a reasonable level of manual dexterity and visual acuity.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 40 hours per week. Some work on a part-time basis averaging 27 hours per week. A few work on a temporary or on-call basis averaging 10 hours per week. A few work seasonal averaging 40 hours per week.

Other Information Sources:

DOT Code 079.362-010, CA Occupational Guide #513

NURSE AIDES**OES CODE: 660080**

Number of employers responding to survey: 6

DESCRIPTION

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Please do not include Psychiatric Aides and Home Health Aides.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$4.76	\$5.75	\$5.25
NEW HIRES, EXPERIENCED	\$5.15	\$5.75	\$5.38
EXPERIENCED, 3 YEARS WITH FIRM	\$5.75	\$6.47	\$6.25

Out of 6 firms responding, 83% were non-union, 17% were union.

EDUCATION

Less Than High School	17%
High School or Equivalent	67%
Some College, But No Degree	17%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	17%	17%	33%	33%
Training as Substitute for Work Experience	0%	33%	50%	17%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	0%	17%	33%	50%
INEXPERIENCED	17%	33%	50%	0%

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times. Worker supply is somewhat larger than demand for qualified inexperienced applicants, and inexperienced applicants may experience competition in job seeking.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	17%	100%
Dental Insurance	50%	67%
Vision Insurance	0%	0%
Life Insurance	17%	17%
Paid Sick Leave	17%	50%
Paid Vacation	17%	83%
Retirement	0%	0%
Child Care	0%	0%

Other: Disability

NURSE AIDES**OES CODE: 660080****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	0%	67%	33%
Projected Employment Over Next 3 Years	0%	50%	50%

Projected growth between 1993-2000 is slower than average,
17.0%

VERY LARGE - 4,075 to 4,769 workers by 2000

Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	83%
Recruit Via Newspaper Ads	100%
Private Employment Agencies	0%
Hire Unsolicited Applicants	67%
In-House Promotion or Transfer	17%
Public School or Program Referrals	17%
Private School Referrals	17%
Employment Development Department	0%
Union Hall Referrals	0%

SKILLS

Skill requirements include good health, tact, patience, understanding, emotional stability, dependability, and the desire to help people. They should also be able to work as part of a team, and be willing to perform repetitive, routine tasks.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 38 hours per week. Some work part-time averaging 22 hours per week and few work temporary or on-call averaging 12 hours per week.

Other Information Sources:

DOT Code 354.374-010, 355.674-014, CA Occupational Guide #442

PHYSICAL THERAPISTS**OES CODE: 323080**

Number of employers responding to survey: 6

DESCRIPTION

Physical Therapists apply techniques and treatments that help relieve pain, increase the patient's strength, and decrease or prevent deformity and crippling.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$4.50	\$26.08	13.03
NEW HIRES, EXPERIENCED	\$4.50	\$23.76	\$12.12
EXPERIENCED, 3 YEARS WITH FIRM	\$6.50	\$30.00	\$17.37

Out of 6 firms responding, 100% were non-union.

EDUCATION

Less Than High School	0%
High School or Equivalent	17%
Some College, But No Degree	17%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	33%
Graduate Study	33%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	17%	33%	33%	17%
Training as Substitute for Work Experience	17%	17%	50%	17%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	0%	33%	17%	50%
INEXPERIENCED	0%	0%	50%	50%

Employer demand is somewhat greater than the supply of qualified experienced and inexperienced applicants. Employers may have some difficulty finding qualified applicants at times.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	0%	67%
Dental Insurance	0%	50%
Vision Insurance	0%	50%
Life Insurance	0%	33%
Paid Sick Leave	0%	83%
Paid Vacation	0%	100%
Retirement	0%	50%
Child Care	0%	0%

PHYSICAL THERAPISTS

OES CODE: 323080

EMPLOYMENT TRENDS

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	0%	83%	17%
Projected Employment Over Next 3 Years	0%	83%	17%

Projected growth between 1993-2000 is much faster than average, 54.3%

SMALL - 350 to 540 workers by 2000
Average growth between 1993-2000 of all nonagricultural occupations in San Bernardino County is 24.9%.

SKILLS

Skill requirements include patience, tact, the ability to persuade, resourcefulness, emotional stability, and good interpersonal skills. Physical Therapists also need manual dexterity and physical stamina.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 40 hours per week. Some work part-time averaging 25 hours per week.

Other Information Sources:
DOT Code 076.121-014, CA Occupational Guide #117

METHODS OF RECRUITING

Employee Referrals	33%
Recruit Via Newspaper Ads	33%
Private Employment Agencies	0%
Hire Unsolicited Applicants	17%
In-House Promotion or Transfer	0%
Public School or Program Referrals	67%
Private School Referrals	50%
Employment Development Department	17%
Union Hall Referrals	0%
Other	17%

*Other: Word of Mouth

RECEPTIONISTS AND INFORMATION CLERKS

OES CODE: 553050

Number of employers responding to survey: 6

DESCRIPTION

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties.

Please do not include receptionists who primarily operate switchboards.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$5.00	\$7.00	\$6.00
NEW HIRES, EXPERIENCED	\$5.00	\$8.00	\$6.75
EXPERIENCED, 3 YEARS WITH FIRM	\$6.50	\$8.50	\$7.75

Out of 6 firms responding, 80% were non-union, 20% were union.

EDUCATION

Less Than High School	0%
High School or Equivalent	83%
Some College, But No Degree	17%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	50%	33%	17%	0%
Training as Substitute for Work Experience	0%	0%	83%	17%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	17%	50%	17%	17%
INEXPERIENCED	33%	50%	17%	0%

Worker supply is somewhat larger than demand for qualified experienced and inexperienced applicants, and applicants may experience competition in job seeking.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	0%	67%
Dental Insurance	0%	83%
Vision Insurance	0%	50%
Life Insurance	0%	50%
Paid Sick Leave	0%	50%
Paid Vacation	0%	83%
Retirement	0%	67%

Other: Part-time receive vacation after 1500 hours.

RECEPTIONISTS AND INFORMATION CLERKS**OES CODE: 553050****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	0%	50%	50%
Projected Employment Over Next 3 Years	0%	67%	33%

Projected growth between 1993-2000 is slower than average,
19.7%

VERY LARGE - 3,729 to 4,465 workers by 2000
Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	67%
Recruit Via Newspaper Ads	67%
Private Employment Agencies	0%
Hire Unsolicited Applicants	0%
In-House Promotion or Transfer	50%
Public School or Program Referrals	0%
Private School Referrals	0%
Employment Development Department	0%
Union Hall Referrals	0%

SKILLS

Skill requirements include being well-groomed, a pleasant personality, problem-solving ability and good interpersonal skills. A good speaking voice and telephone etiquette are essential. Most employers seek employers with the ability to type and some computer literacy.

OTHER INFORMATION

Hours: Most employees in this occupation work on a temporary or on-call basis averaging 40 hours per week. Some work full-time averaging 40 hours per week and some work part-time averaging 27 hours per week.

Other Information Sources:

DOT Codes 237.367-038, 237.367-022, 237.367-018,
CA Occupational Guide#21

REGISTERED NURSE**OES CODE: 325020**

Number of employers responding to survey: 6

DESCRIPTION

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Please to not include Nursing Instructors and Teachers.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$14.00	\$18.00	\$14.93
NEW HIRES, EXPERIENCED	\$14.00	\$25.00	\$17.28
EXPERIENCED, 3 YEARS WITH FIRM	\$15.83	\$30.00	\$17.41

Out of 6 firms responding, 83% were non-union, 17% were union.

EDUCATION

Less Than High School	0%
High School or Equivalent	100%
Some College, But No Degree	0%
Associate (2 Year) Degree	67%
Bachelor (4 Year) Degree	33%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	17%	33%	50%	0%
Training as Substitute for Work Experience	0%	0%	83%	17%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	17%	33%	0%	50%
INEXPERIENCED	0%	50%	50%	0%

Employer demand is somewhat greater than the supply of qualified experienced and inexperienced applicants. Employers may have some difficulty finding qualified applicants at times.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	17%	100%
Dental Insurance	17%	100%
Vision Insurance	17%	17%
Life Insurance	17%	33%
Paid Sick Leave	17%	83%
Paid Vacation	17%	100%
Retirement	17%	50%

REGISTERED NURSE**OES CODE: 325020****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	0%	33%	67%
Projected Employment Over Next 3 Years	0%	50%	50%

Projected decline between 1993-2000 is (-18.0%)

VERY LARGE - 15,560 to 12,754 workers by 2000
Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	80%
Recruit Via Newspaper Ads	100%
Private Employment Agencies	0%
Hire Unsolicited Applicants	20%
In-House Promotion or Transfer	60%
Public School or Program Referrals	40%
Private School Referrals	60%
Employment Development Department	80%

Out of 6 firms, 5 responded to this question.

SKILLS

Skill requirements include the ability to care, be sympathetic, be able to accept responsibility and direct or supervise others. Registered Nurses must be able to follow orders precisely and have good judgment.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 40 hours per week. Some work part-time averaging 24 hours per week and a few work on a temporary or on-call basis averaging 16 hours per week.

Other Information Sources:

DOT Codes 075.264.-010, 075.364-010, 075.264-014, CA
Occupational Guide#29

RESPIRATORY CARE PRACTITIONERS

OES CODE: 323020

Number of employers responding to survey: 4

DESCRIPTION

Respiratory Care Practitioners provide diagnostic and therapeutic respiratory care. They set up and operate various types of equipment to measure pulmonary function, and administer oxygen therapy, ventilatory therapy, and cardiopulmonary resuscitation. They observe, monitor, and record the patient's responses to treatments and maintain patient records.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$10.00	\$14.16	\$12.27
NEW HIRES, EXPERIENCED	\$11.00	\$15.50	\$12.20
EXPERIENCED, 3 YEARS WITH FIRM	\$14.00	\$18.00	\$16.00

Out of 4 firms responding, 100% were non-union.

EDUCATION

Less Than High School	0%
High School or Equivalent	0%
Some College, But No Degree	50%
Associate (2 Year) Degree	50%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	0%	25%	50%	25%
Training as Substitute for Work Experience	25%	0%	25%	50%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	0%	50%	25%	25%
INEXPERIENCED	25%	50%	25%	0%

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times. Worker supply is somewhat larger than demand for qualified inexperienced applicants, and inexperienced applicants may experience competition in job seeking.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	25%	100%
Dental Insurance	25%	100%
Vision Insurance	25%	100%
Life Insurance	25%	75%
Paid Sick Leave	50%	100%
Paid Vacation	50%	100%
Retirement	50%	75%
Child Care	0%	25%

RESPIRATORY CARE PRACTITIONERS**OES CODE: 323020****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	0%	75%	25%
Projected Employment Over Next 3 Years	0%	75%	25%

Projected decline between 1993-2000 is (-23.2%)

SMALL - 585 to 449 workers by 2000
Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	75%
Recruit Via Newspaper Ads	100%
Private Employment Agencies	25%
Hire Unsolicited Applicants	50%
In-House Promotion or Transfer	25%
Public School or Program Referrals	25%
Private School Referrals	25%
Employment Development Department	25%

SKILLS

Skill requirements include being sensitive to patient's physical and psychological needs. Attention to detail, following instructions and working as a part of a team are also important. Operating complicated respiratory therapy equipment requires mechanical ability and manual dexterity.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 40 hours per week. Some work part-time averaging 21 hours per week and some work on a temporary or on-call basis averaging 8 hours per week.

Other Information Sources:
DOT Codes 076.361-014, CA Occupational Guide#454

SALESPERSONS - RETAIL (EXCEPT VEHICLE SALES)**OES CODE: 490112**

Number of employers responding to survey: 7

DESCRIPTION

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Please do not include workers who work primarily as cashiers.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$4.25	\$5.00	\$5.00
NEW HIRES, EXPERIENCED	\$4.50	\$6.50	\$5.00
EXPERIENCED, 3 YEARS WITH FIRM	\$4.81	\$8.25	\$6.05

Out of 7 firms responding, 100% were non-union.

EDUCATION

Less Than High School	0%
High School or Equivalent	71%
Some College, But No Degree	29%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	14%	0%	86%	0%
Training as Substitute for Work Experience	14%	14%	57%	14%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	29%	14%	43%	14%
INEXPERIENCED	17%	33%	50%	0%

Worker supply is somewhat larger than demand for qualified experienced and inexperienced applicants, and applicants may experience competition in job seeking.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	0%	80%
Dental Insurance	0%	80%
Vision Insurance	0%	40%
Life Insurance	20%	60%
Paid Sick Leave	20%	60%
Paid Vacation	20%	100%
Retirement	0%	60%

Other: Part-time employees receive benefits after two years, Full-time employees receive employee discounts.

Out of 7 firms, 5 responded to this question.

SALESPERSONS - RETAIL (EXCEPT VEHICLE SALES)**OES CODE: 490112****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	29%	43%	29%
Projected Employment Over Next 3 Years	0%	57%	43%

Projected growth between 1993-2000 is slower than average,
6.3%

VERY LARGE - 19,164 to 20,370 workers by 2000
Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	71%
Recruit Via Newspaper Ads	29%
Private Employment Agencies	0%
Hire Unsolicited Applicants	43%
In-House Promotion or Transfer	57%
Public School or Program Referrals	29%
Private School Referrals	14%
Employment Development Department	29%

SKILLS

Skill requirements include tact and patience to deal with difficult customers. Other desirable characteristics are an interest in sales work, the ability to communicate clearly and a well-groomed appearance.

OTHER INFORMATION

Hours: Most employees in this occupation work on a part-time basis averaging 21 hours per week. Some work full-time averaging 37 hours per week and few work on a seasonal basis averaging 28 hours per week.

Other Information Sources:
DOT Codes 279.357-054, 290.477-014, 299.677-010, CA
Occupational Guide#536

SECRETARIES, GENERAL**OES CODE: 551080**

Number of employers responding to survey: 8

DESCRIPTION

Secretaries relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Please do not include Medical and Legal Secretaries.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$5.00	\$10.18	\$7.26
NEW HIRES, EXPERIENCED	\$6.00	\$13.46	\$10.00
EXPERIENCED, 3 YEARS WITH FIRM	\$8.00	\$13.29	\$11.60

Out of 8 firms responding, 88% were non-union, 13% were union.

EDUCATION

Less Than High School	0%
High School or Equivalent	50%
Some College, But No Degree	50%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	63%	25%	13%	0%
Training as Substitute for Work Experience	0%	0%	88%	13%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	38%	50%	13%	0%
INEXPERIENCED	13%	75%	0%	13%

Worker supply is somewhat larger than demand for qualified experienced and inexperienced applicants, and applicants may experience competition in job seeking.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	13%	88%
Dental Insurance	13%	75%
Vision Insurance	13%	88%
Life Insurance	13%	75%
Paid Sick Leave	0%	88%
Paid Vacation	0%	88%
Retirement	13%	75%

Other: Part-time employees receive vacation after 1500 hours; Full-time employees receive Tuition Reimbursement, Employee Initiated Insurance and Long-Term Disability.

SECRETARIES, GENERAL**OES CODE: 551080****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	0%	71%	29%
Projected Employment Over Next 3 Years	0%	75%	25%

Out of 8 firms, 7 responded to this question.

Projected growth between 1993-2000 is slower than average, 19.9%

VERY LARGE - 7,180 to 8,610 workers by 2000
Average growth between 1993-2000 of all nonagricultural occupations in San Bernardino County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	63%
Recruit Via Newspaper Ads	75%
Private Employment Agencies	0%
Hire Unsolicited Applicants	25%
In-House Promotion or Transfer	38%
Public School or Program Referrals	25%
Private School Referrals	13%
Employment Development Department	13%
*other	13%

*Other: Internal Posting

SKILLS

Skill requirements include proficiency in keyboarding and good spelling, punctuation, grammar, and oral communication. Knowledge of word processing, spreadsheet, and database management programs is increasingly important. Shorthand is necessary for some positions. Employers also look for good communication and interpersonal skills, discretion, judgment, organizational ability, and initiative.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 40 hours per week. Many work on a temporary or on-call basis averaging 40 hours per week.

Other Information Sources:

DOT Codes 201.362-030, CA Occupational Guide#128

TRAFFIC, SHIPPING, AND RECEIVING CLERKS**OES CODE: 580280**

Number of employers responding to survey: 10

DESCRIPTION

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Please do not include Stock Clerks, and workers whose primary duties involve weighing and checking.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$4.25	\$10.00	\$6.00
NEW HIRES, EXPERIENCED	\$5.50	\$12.40	\$7.50
EXPERIENCED, 3 YEARS WITH FIRM	\$8.00	\$12.50	\$10.00

Some employers offer tips/commissions.

Out of 10 firms responding, 100% were non-union.

EDUCATION

Less Than High School	0%
High School or Equivalent	90%
Some College, But No Degree	10%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	10%	60%	20%	10%
Training as Substitute for Work Experience	0%	20%	70%	10%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	40%	20%	30%	10%
INEXPERIENCED	22%	22%	33%	22%

Worker supply is somewhat larger than demand for qualified experienced applicants, and experienced applicants may experience competition in job seeking. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	0%	100%
Dental Insurance	0%	67%
Vision Insurance	0%	33%
Life Insurance	0%	78%
Paid Sick Leave	11%	22%
Paid Vacation	11%	89%
Retirement	11%	67%

Other: Full-time employees receive Long Term Disability and employee discounts.

Out of 10 firms, 9 responded to this question.

TRAFFIC, SHIPPING, AND RECEIVING CLERKS**OES CODE: 580280****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	0%	60%	40%
Projected Employment Over Next 3 Years	0%	60%	40%

Projected growth between 1993-2000 is faster than average,
27.9%

VERY LARGE - 3,824 to 4,889 workers by 2000
Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	50%
Recruit Via Newspaper Ads	50%
Private Employment Agencies	30%
Hire Unsolicited Applicants	20%
In-House Promotion or Transfer	30%
Public School or Program Referrals	10%
Private School Referrals	0%
Employment Development Department	30%
*Other	10%

*Other: Temporary Service

SKILLS

Skill requirements include good reading and writing, as well as a basic knowledge of business arithmetic. Typing, filing and recordkeeping also are important. Familiarity with personal computers or computer terminals is becoming increasingly important. Employers also look for strength, stamina, good eyesight, and an ability to work at repetitive tasks and under pressure.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 41 hours per week. A few employees work on a temporary or on-call basis averaging 40 hours per week.

Other Information Sources:
DOT Codes 222.387-050, 214.587-014, CA Occupational Guide #63

TRUCK DRIVERS - HEAVY OR TRACTOR TRAILER**OES CODE: 971020**

Number of employers responding to survey: 11

DESCRIPTION

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

WAGES**Non-Union**

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$8.00	\$11.75	\$10.50
NEW HIRES, EXPERIENCED	\$8.00	\$14.42	\$10.75
EXPERIENCED, 3 YEARS WITH FIRM	\$11.40	\$16.83	\$13.13

Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$11.80	\$11.80	\$11.80
NEW HIRES, EXPERIENCED	\$13.80	\$15.68	\$14.74
EXPERIENCED, 3 YEARS WITH FIRM	\$14.80	\$14.80	\$14.80

Out of 11 firms responding, 82% were non-union, 18% were union.

EDUCATION

Less Than High School	9%
High School or Equivalent	91%
Some College, But No Degree	0%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	64%	36%	0%	0%
Training as Substitute for Work Experience	0%	9%	45%	45%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	36%	18%	45%	0%
INEXPERIENCED	0%	57%	29%	14%

Worker supply is somewhat larger than demand for qualified experienced applicants, and experienced applicants may experience competition in job seeking. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	0%	100%
Dental Insurance	0%	73%
Vision Insurance	0%	45%
Life Insurance	0%	73%
Paid Sick Leave	0%	27%
Paid Vacation	0%	91%
Retirement	0%	73%

TRUCK DRIVERS - HEAVY OR TRACTOR TRAILER**OES CODE: 971020****EMPLOYMENT TRENDS**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	0%	82%	18%
Projected Employment Over Next 3 Years	9%	73%	18%

Projected growth between 1993-2000 is average, 23.2%

VERY LARGE - 5,972 to 7,355 workers by 2000
Average growth between 1993-2000 of all nonagricultural occupations in San Bernardino County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	60%
Recruit Via Newspaper Ads	50%
Private Employment Agencies	10%
Hire Unsolicited Applicants	50%
In-House Promotion or Transfer	0%
Public School or Program Referrals	0%
Private School Referrals	0%
Employment Development Department	30%
Union Hall Referrals	10%

Out of 11 firms, 10 responded to this question.

SKILLS

Skill requirements include the ability to work long hours and flexible schedules, have good eyesight and be safety conscious. Good interpersonal skills, being responsible, self-motivated, and the ability to work with little supervision are important. Other requirements include recordkeeping skills and some mechanical aptitude.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 42 hours per week. A few employees work on a temporary or on-call basis averaging 20 hours per week.

Other Information Sources:

DOT Codes 905.663-014, 904.383-010, CA Occupational Guide#255

TRUCK DRIVERS, LIGHT - INCLUDE DELIVERY AND ROUTE WORKERS

OES CODE: 971050

Number of employers responding to survey: 10

DESCRIPTION

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They delivery or pick up merchandise and may load and unload trucks. Please do not include workers whose duties include sales.

WAGES

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$4.25	\$9.00	\$5.50
NEW HIRES, EXPERIENCED	\$5.00	\$9.50	\$6.88
EXPERIENCED, 3 YEARS WITH FIRM	\$6.50	\$12..00	\$8.33

Out of 10 firms responding, 100% were non-union.

EDUCATION

Less Than High School	0%
High School or Equivalent	80%
Some College, But No Degree	20%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	0%	20%	60%	20%
Training as Substitute for Work Experience	0%	50%	40%	10%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	0%	40%	40%	20%
INEXPERIENCED	0%	20%	50%	30%

Employer demand is somewhat greater than the supply of qualified experienced and inexperienced applicants. Employers may have some difficulty finding qualified applicants at times.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	22%	89%
Dental Insurance	22%	44%
Vision Insurance	11%	11%
Life Insurance	11%	67%
Paid Sick Leave	11%	22%
Paid Vacation	11%	78%
Retirement	11%	44%

Other: Full-time employees received 401k Stock Options.

Out of 10 firms, 9 responded to this question.

TRUCK DRIVERS, LIGHT - INCLUDE DELIVERY AND ROUTE WORKERS

OES CODE: 971050

EMPLOYMENT TRENDS

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	10%	60%	30%
Projected Employment Over Next 3 Years	0%	60%	40%

Projected growth between 1993-2000 is average, 23.7%

VERY LARGE - 5,117 to 6,328 workers by 2000

**Average growth between 1993-2000 of all
nonagricultural occupations in San Bernardino
County is 24.9%.**

METHODS OF RECRUITING

Employee Referrals	70%
Recruit Via Newspaper Ads	60%
Private Employment Agencies	10%
Hire Unsolicited Applicants	20%
In-House Promotion or Transfer	10%
Public School or Program Referrals	20%
Private School Referrals	10%
Employment Development Department	20%

SKILLS

Skill requirements include good interpersonal skills, good oral communication skills, a neat appearance, self-confidence, initiative and tact. Employers seek employees who are responsible, self-motivated, and able to work with little supervision. Other desirable skills include recordkeeping skills and some mechanical aptitude.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 41 hours per week. Some work on a part-time basis averaging 25 hours per week and some work on a seasonal basis averaging 20 hours per week.

Other Information Sources:

**DOT Codes 906.683-022, 913.663-018, CA Occupational Guide
#N/A**

TYPISTS, INCLUDING WORD PROCESSING**OES CODE: 553070**

Number of employers responding to survey: 8

DESCRIPTION

Typists, Including Word Processing, type letters, reports, stencils, forms, addresses, or other straight copy material from rough draft, corrected copy, or voice recording, and may perform other clerical duties as assigned. Typists, Including Word Processing, may use typewriters or word processing equipment. Please do not include Key punchers, Secretaries, or Stenographers.

WAGES**Union**

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$8.50	\$9.60	\$9.13
NEW HIRES, EXPERIENCED	\$9.00	\$10.48	\$9.37
EXPERIENCED, 3 YEARS WITH FIRM	\$9.75	\$11.55	\$10.77

Non-Union

EXPERIENCE	LOW	HIGH	MEDIAN
NEW HIRES, NO EXPERIENCE	\$7.97	\$11.94	\$9.96
NEW HIRES, EXPERIENCED	\$8.00	\$12.53	\$9.56
EXPERIENCED, 3 YEARS WITH FIRM	\$9.00	\$14.51	\$11.48

Out of 8 firms responding, 43% were non-union, 57% were union.

EDUCATION

Less Than High School	0%
High School or Equivalent	100%
Some College, But No Degree	0%
Associate (2 Year) Degree	0%
Bachelor (4 Year) Degree	0%
Graduate Study	0%

TRAINING AND EXPERIENCE

	ALWAYS	USUALLY	SOMETIMES	NEVER
Previous Experience Required	50%	25%	13%	13%
Training as Substitute for Work Experience	13%	0%	63%	25%

DIFFICULTY IN FINDING APPLICANTS

	NOT DIFFICULT	A LITTLE DIFFICULT	SOMEWHAT DIFFICULT	VERY DIFFICULT
FULLY EXPERIENCED & QUALIFIED	63%	38%	0%	0%
INEXPERIENCED	40%	40%	20%	0%

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for experienced applicants. Worker supply is somewhat larger than demand for qualified inexperienced applicants, and inexperienced applicants may experience competition in job seeking.

BENEFITS

	Part-Time	Full-Time
Medical Insurance	14%	100%
Dental Insurance	14%	100%
Vision Insurance	14%	100%
Life Insurance	14%	86%
Paid Sick Leave	43%	100%
Paid Vacation	43%	100%
Retirement	43%	100%

Other: Full-time employees receive income protection
Out of 8 firms, 7 responded to this question.

TYPISTS, INCLUDING WORD PROCESSING**OES CODE: 553070****EMPLOYMENT TREND**

	DECLINE	REMAIN STABLE	GROW
Employment Levels During the Past Year	25%	50%	25%
Projected Employment Over Next 3 Years	0%	88%	13%

Projected growth between 1993-2000 is much faster than average, 37.6%

VERY LARGE - 2,671 to 3,674 workers by 2000
Average growth between 1993-2000 of all nonagricultural occupations in San Bernardino County is 24.9%.

METHODS OF RECRUITING

Employee Referrals	25%
Recruit Via Newspaper Ads	100%
Private Employment Agencies	0%
Hire Unsolicited Applicants	13%
In-House Promotion or Transfer	63%
Public School or Program Referrals	13%
Private School Referrals	0%
Employment Development Department	13%

SKILLS

Skill requirements include the ability to sit for long periods of time, be able to handle repetitive tasks and to contend with noise levels caused by various office machines and printers. Good spelling, punctuation, and grammar skills, and be familiar with standard office equipment and procedures are also important.

OTHER INFORMATION

Hours: Most employees in this occupation work on a full-time basis averaging 40 hours per week. Some work on a part-time basis averaging 21 hours per week and some work on a temporary or on-call basis averaging 40 hours per week.

Other Information Sources: DOT Codes 203.382-030, 203.362-010, 203.582-066, CA Occupational Guide #20

CCOIS PROJECTS IN CALIFORNIA

LOCAL CCOIS AGENCIES	PHONE	FAX	CONTACT
Alameda County Economic Development	(510)272-3871	(510)272-5007	Dan Regan
Butte, Private Industry Council of	(916) 538-7301	(916) 534-1167	Art Robison
Contra Costa County PIC	(510)646-5023	(510)646-5517	Sondra Rothwell
Employers Training Resource (Kern,Inyo,Mono)	(805)336-6961	(805)336-6858	Bob Malouf
Fresno County PIC	(209)497-7877	(209)497-7872	Jeff Jones
Golden Sierra Job Training Agency	(916)265-3201	(916)265-5297	Tom Medley
Humboldt County Employment and Training	(707)441-4634	(707)445-6228	Steve Hughes
Imperial County, Private Industry Council of, Inc.	(619)353-5050	(619)353-6594	Tracy Bendix
Kings County Job Training Office	(209)582-9213	(209)582-8947	Sarah Knudson
Los Angeles County PIC	(213)738-3175	(213)380-8275	Michael Arredondo
Madera County Office of Education	(209)673-7031	(209)673-5569	Gail Rudolph
Mendocino County PIC	(707)468-1196	(707)468-1498	Elaine Morris
Merced Private Industry Training Department	(209)385-7317	(209)722-3776	David Cramer
Monterey County PIC	(408)755-5429	(408)755-5054	Phil Livingston
Mother Lode Job Training Agency	(209)532-2820	(209)533-1079	Maria Robinson
Napa County Training and Employment Center	(707)253-4291	(707)253-4895	Donna DeWeerd
North Central Counties Consortium & PIC	(707)262-3408	(707)263-0920	Donna Hodge
NOVA Private Industry Council, City of Sunnyvale	(408)730-7526	(408)730-7643	Larry Pitchford
Orange County PIC	(714)834-7146	(714)834-7132	Tom Cripps
Riverside PIC, County of	(909)275-3171	(909)275-3131	Javier Rodriguez
Sacramento/Yolo Consortium	(916)737-7580	(916)737-7589	Jim Cassio
San Benito County Private Industry Council	(408)637-9293	(408)637-0996	Laura Schipper
San Bernardino County Jobs & Employment Svcs.	(909)422-0488	(909)422-0309	Panda Harris
San Diego PIC	(619)238-1445	(619)238-6063	Gary Moss
San Francisco PIC	(415)931-7460	(415)931-7590	Robert Blanchard
San Joaquin County PIC	(209)468-3656	(209)462-9063	Mechelle Hayes
San Luis Obispo, Private Industry Council of	(805)781-2216	(805)541-4117	Leslie Brown
San Mateo County PIC	(415)802-5194	(415)802-5173	Isaiah Vi
Santa Barbara County Job Training Network	805)346-7650	(805)346-7651	Johnna Clark
Santa Cruz County Career Works	(408)454-4598	(408)454-4651	Alan Knox
Shasta County PIC	(916)245-1584	(916)246-4254	Paul Shelton
Solano County PIC	(707)864-3376	(707)864-3386	Dee Anderson
Sonoma County PIC	(707)524-6420	(707)524-6444	Al Redwine
Stanislaus County PIC	(209)558-2109	(209)558-2164	Sandra Waddle
Tulare County PIC	(209)737-4246	(209)737-4252	Jeannie Ynclan
Ventura, County of, Workforce Development Div.-JTPA	(805)988-3686	(805)981-8215	Idell Finsod

The CCOIS is administered at the state level by the Labor Market Information Division of the California Employment Development Department. For more information, contact the CCOIS Group at (916)262-2353.

The California Occupational Information Coordinating Committee, comprised of representatives from nine state agencies, provides policy advice to EDD in the operation of the CCOIS. Their number is (916)323-6544.